

**POSITION ANNOUNCEMENT**  
**TENNESSEE DEPARTMENT OF HEALTH**  
**Business Analyst Sr.**  
**Information Technology Services Division**

The Mission of the Tennessee Department of Health (TDH) is: Protect, promote and improve the health and prosperity of people in Tennessee. The Department serves over 6.45 million Tennesseans, along with those who visit our state, are touched directly or indirectly by TDH operations. One in five, some 1.4 million people, are directly served each year through a network of 89 rural and six metropolitan county health departments, while others are impacted by inspections of restaurants, healthcare and related facilities; registration or receipt of vital records; protection from communicable illness; licensing of health professionals; specialized laboratory testing and other many other services and programs.

**Job Responsibilities:**

The Business Analyst Sr. position reports directly to the Director of the Project Management Office (PMO) in the Information Technology Services Division (ITSD).

Duties for this position include:

- Responsible for providing supervisory or lead duties of routine difficulty and performs process improvement and technology needs analysis of considerable difficulty; works with all project stakeholders to identify and confirm resource availability throughout the project lifecycle; mentors, monitors, and assists less experienced business analysts to achieve maximum results on assignments.
- Coordinate efforts with the Business Units assigned; serve as the liaison between the Business Units, Vendors, and Technical Staff for requirements gathering, documenting project artifacts, collaborating with developers and stakeholders for requirements development, product testing, providing consultation advice, and estimates project needs (cost resources, schedule, etc.)
- Work closely with the Project Managers to identify and resolve project needs--Use Planview, SharePoint applications, and other PMO tools to track project artifacts and transactions, risk and issues, weekly progress, project members, etc. In absence of project manager (PM), the Business Analyst (BA) may need to temporarily act as the PM.
- Builds and maintains relationships with Department of Health Leadership/project sponsors, product owners, and technical and non-technical staff.

**Minimum Qualifications:**

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and four years of professional level experience in any one of the following areas: Applications or systems programming, or systematic analysis of overall work processes for business or information systems. One of the four years must include: analyzing or defining systems and users requirements for minicomputers, microcomputers, mid-range computers, distributed systems, other computer systems; or agency specific business experience.

**The ideal candidate would have in addition to the minimum qualifications:**

- Exceptional skills at report writing and making technical presentations;
- Technically competent with various software programs, such as Project, Word, Excel, Visio, and Power Point;
- Extensive experience with SDLC methodology;
- Strong experience and ability to coach and mentor assigned staff;
- Strong understanding of computer technologies;
- Minimum of 3-4 years of programming experience is a plus;

- Strong leadership, written and oral communication skills;
- Experience in creating an effective team environment, building strong relationships, negotiation, solving problems and issues, resolving conflicts, managing resources in a matrix environment, communicating and influencing effectively at all levels of an organization;
- Experience with Agile/Scrum technique;

***This is an executive service position reporting to the Director of the Project Management Office. Applicants for this position must answer the following questions:***

- (1) Do you acknowledge and accept that a background check will be used as part of the hiring process?***
- (2) Have you ever been convicted of a felony?***

***Interested applicants should send a resume to Carole Sumner ([Carole.Sumner@TN.gov](mailto:Carole.Sumner@TN.gov)). The State of Tennessee is an equal opportunity, equal access, affirmative action employer.***

***Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by State and/or Federal Civil Rights Laws.***